

5 IN THE CLAIMS:

Please amend the claims as indicated below:

1. (Currently Amended) A method for providing a notification of an event, said method comprising the steps of:

10 receiving a communication;

determining an originating endpoint address on a network associated with said communication;

identifying one or more designated third persons associated with ~~an~~ said originating endpoint address associated with said communication;

15 generating a notification message; and

sending said notification message to ~~each of~~ said one or more designated third persons.

2. (Currently Amended) The method of claim 1, wherein said notification message is provided to said one or more designated third persons in accordance with preference information  
20 specified by each of said one or more designated third persons.

3. (Currently Amended) The method of claim 1, wherein content for said notification message is obtained substantially close in time to when said notification message is provided to said one or more designated third persons.  
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4. (Original) The method of claim 2, wherein said preference information includes at least one media preference.

5. (Original) The method of claim 2, wherein said preference information includes at  
30 least one human language type preference.

6. (Original) The method of claim 1, wherein said endpoint is identified based on a telephone number of a calling party associated with said communication.

35 7. (Original) The method of claim 1, wherein said endpoint is identified based on an

5 address associated with said communication.

8. (Original) The method of claim 1, wherein said identifying, generating and sending steps are performed in response to said received communication being placed to a specified telephone number.

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9. (Original) The method of claim 1, wherein said event is an emergency that has been reported to a receiver.

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10. (Original) The method of claim 1, wherein said event is a telephone call that has been placed to a help desk.

11. (Original) The method of claim 1, further comprising the step of receiving at least one response to said notification message.

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12. (Currently Amended) The method of claim 1, further comprising the step of receiving at least one status update from at least one of said one or more designated third persons.

13. (Original) The method of claim 1, further comprising the step of dispatching an appropriate response to said communication.

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14. (Original) The method of claim 13, further comprising the step of receiving at least one status update from a person associated with said appropriate response.

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15. (Currently Amended) The method of claim 1, further comprising the step of notifying at least one of said one or more designated third persons of a status update.

16. (Currently Amended) The method of claim 1, wherein said notification message is provided to said one or more designated third persons in accordance with a communication flow that describes whether each of said one or more designated third persons is notified based on a response

5 from at least one other of said one or more designated third persons.

17. (Currently Amended) An apparatus for providing a notification of an event,  
comprising:

a memory; and

10 at least one processor, coupled to the memory, operative to:

receive a communication;

determine an originating endpoint address on a network associated with said  
communication;

15 identify one or more designated third persons associated with ~~an~~ said originating  
endpoint address associated with said communication;

generate a notification message; and

send said notification message to ~~each of~~ said one or more designated third persons.

18. (Currently Amended) The apparatus of claim 17, wherein said notification message is  
20 provided to said one or more designated third persons in accordance with preference information  
specified by each of said one or more designated third persons.

19. (Original) The apparatus of claim 17, wherein said endpoint is identified based on a  
telephone number of a calling party associated with said communication.

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20. (Original) The apparatus of claim 17, wherein said endpoint is identified based on an  
address associated with said communication.

21. (Original) The apparatus of claim 17, wherein said event is an emergency that has  
30 been reported to a receiver.

22. (Original) The apparatus of claim 17, wherein said event is a telephone call that has  
been placed to a help desk.

5                   23. (Original) The apparatus of claim 17, wherein said processor is further configured to  
receive at least one response to said notification message.

                  24. (Original) The apparatus of claim 17, wherein said processor is further configured to  
receive at least one status update.

10                   25. (Original) The apparatus of claim 17, wherein said processor is further configured to  
dispatch an appropriate response to said communication.

                  26. (Currently Amended) An article of manufacture for providing a notification of an  
15 event, said article of manufacture comprising a machine readable medium containing one or more  
programs which when executed implement the steps of:

                  receiving a communication;

determining an originating endpoint address on a network associated with said  
communication;

20                   identifying one or more designated third persons associated with ~~an~~ said originating  
endpoint address associated with said communication;

                  generating a notification message; and

                  sending said notification message to ~~each of~~ said one or more designated third persons.

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